



# **Availability Report December 2019**

**06.01.2020**

**Terravis**



## **Explanation of the terms**

### **WTTR**

Worst Time To Repair. Time from the occurrence of an Incident to the restoration of an IT Service.

### **Availability**

Ability of an IT Service to perform its agreed function when required. Availability is usually calculated as a percentage. This calculation is based on agreed Service Time and downtime during Service Time.

### **Σ Outages**

Sum of all outages full and partial with service impact during service time.

### **full Outages**

Only full outages with service impact during service time.

### **Service Time**

The time during an IT Service is agreed to be available.

### **Creation Date**

The date on which the report was generated with the previous day data.

### **SLA “Monthly”**

Agreed SLA per month. Actual results see monthly columns.

### **SLA “Yearly”**

Agreed SLA per annum. Actual accumulated results see column “Total”.

- No outage of the IT Service
- Outage without SLA breach
- Outage with SLA breach



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## IT Service: Terravis

		Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	FYA
<b>Real Estate Services (Terravis)</b>															
Service Time	WTTR (Min.) (only for full outages)	120	N/A	N/A	N/A	N/A	N/A	0,00	0,00	0,00	0,00	N/A	0,00	0,00	0
S Mo-Fr 08:00-18:00	Availability (%)	99.000	99.56	99.30	98.73	98.64	99.89	100.00	100.00	100.00	100.00	99.26	100.00	100.00	99.61
Yearly	Σ outages	15	0.25 (1)	0.50 (2)	1.50 (3)	0.50 (1)	0.50 (1)	0.00 (0)	0.00 (0)	0.00(0)	0.00 (0)	0.50 (1)	0.00 (0)	0.00 (0)	3.75
Impact Level: 0	full outages	n/a	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Real Estate Services (Terravis) OOH</b>															
Service Time	WTTR (Min.) (only for full outages)	120	178,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	178
S Sa-Su 00:00-24:00	Availability (%)	99.000	99.40	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.95
S Mo-Fr 18:00-24:00	Σ outages	15	1.00 (1)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00(0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	1.00
S Mo-Fr 00:00-07:00	full outages	n/a	1	0	0	0	0	0	0	0	0	0	0	0	1
Yearly															
Impact Level: 0															

## IT Service: Terravis

### Appendix to Report

dated 06.01.2020

### Record Availability System Terravis

The system Terravis (Production) was not available during

*Legende :*

*Full = Faktor 1, Critical = Faktor 0.75, High = Faktor 0.50*

*Med = Faktor 0.25, Low= Faktor 0.10*

Date	Time (from - to)	Length of outage (hrs:min)	Unavailability_Type	Weight
23.01.2019	13:55 - 20:58	07:03	Unscheduled Partial	Med
11.02.2019	08:00 - 12:10	04:10	Unscheduled Partial	Med
18.02.2019	13:21 - 14:46	01:25	Unscheduled Partial	Med
05.03.2019	16:00 - 18:00	02:00	Unscheduled Partial	High
06.03.2019	12:30 - 13:30	01:00	Unscheduled Partial	High
20.03.2019	07:55 - 10:20	02:25	Unscheduled Partial	High
29.04.2019	07:30 - 14:00	06:30	Unscheduled Partial	High
24.05.2019	13:30 - 14:00	00:30	Unscheduled Partial	High
29.10.2019	07:25 - 11:25	04:00	Unscheduled Partial	High

 *Ausfall während Servicezeit*

Signing Service not available due to supplier failure